

## TRAVEL TIPS AND RULES

**Alexander County  
Transportation is dedicated  
to providing quality,  
customer-focused  
transportation services  
to all of our riders.**

Transportation services are all provided on a shared-ride basis, to maximize funding and resources.



**Please read and follow these  
guidelines, to help make your  
transportation experience  
the best it can be.**

Alexander County Transportation services include lift-equipped vehicles, for our riders in wheelchairs.



Medical transportation services are also available out of the county.

Call **828-632-1112**  
for more information.

- Be ready by the designated pick up time assigned when your reservation was scheduled.
- Keep your seatbelt buckled.
- Wheelchairs must be in good working condition with operable seatbelts.
- Children must have their own car seat, as required by North Carolina law. Children age 17 and under must have adult supervision unless pre-approved.
- There is no smoking allowed in the vehicles and tampering with vehicle equipment is not allowed.
- Alexander County Transportation may deny service to anyone who displays inappropriate or unsafe behavior to the driver or to other riders.

## PERSONAL CARE ASSISTANTS

A Personal Care Assistant (PCA) may ride with you. Be sure to tell the call-taker if a PCA will be riding with you, when you make your reservation.

## INCLEMENT WEATHER

Severe weather, such as snow or ice storms, may require us to cancel transportation service, for safety reasons. Tune into **WACB-WTLK Radio Station** or call **828-632-1112** for information in bad weather.

## COMMENTS AND COMPLIMENTS

Tell us how we are doing! Call or write:  
621 Liledoun Rd. Box 3 Taylorsville 28681  
828-632-1112



**Alexander  
County  
Transportation**

*Ride*

*Guide*



**828-632-1112**

**ALTERNATIVE FORMAT  
OF THIS BROCHURE  
AVAILABLE ON REQUEST**

## ALEXANDER COUNTY TRANSPORTATION PROVIDES SHARED-RIDE SERVICES FOR:

### GENERAL TRIPS

The general public can use Alexander County Transportation services for shopping, bill paying, going to and from work, and other trips.



### MEDICAL TRIPS

ACT passengers can ride to doctors' offices, hospitals, clinics, dentists, and other health-related visits.

Trips are provided both in and out of the county.

### ELDERLY / DISABLED TRANSPORTATION

Transportation for elderly and or disabled passengers is provided both in and out of the county. To find out if you are eligible, call **828-632-1112**.



Transportation is provided for medical and general services. You must complete an Eligibility Form and be approved before receiving human service transportation.

### FARE INFORMATION

Please have the correct fare available upon boarding the vehicle. ACT drivers do not make change.

**All Donations Are Welcome**

**Services are provided Monday through Friday.  
Please call the ACT Office between 8:00 AM and 5:00 PM  
for available trip hours and fare information.**

**828-632-1112**

**Telecommunications Relay Service Customers  
may contact 711 or 1-800-735-2962 (TDD/TTY)**

### **TRIP RESERVATIONS**

Customer service hours for Alexander County Transportation are:  
Monday-Friday 8:00AM-5:00PM.

Trips are provided as a first-come, first-served, availability-based service. It is important that you call **828-632-1112**, as soon as you know about your trip, to make a reservation.

When you call for a trip reservation, be sure to have the following information ready:

- Your name and pick-up address
- Your phone number and a phone number at your destination
- Address of your destination
- Date and time of trip
- Whether additional passengers or an assistant will be traveling with you, you are in a wheelchair, or you need other special assistance



### **CANCELLATIONS AND NO-SHOWS**

To cancel your ride, call **828-632-1112** at least one hour before your pick-up time. Otherwise, you will be considered a "no show."

The driver will wait 5 minutes after your scheduled pick-up time. If, after 5 minutes, you do not show, you will be considered a "no show" and the driver will leave. Your return trip may be cancelled.

*Three "no shows" could result in suspended or denied service. A fee may be charged before service can be accessed for future reservations.*